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16 Corporate Woods Blvd.
Albany, NY 12211

Computer Visions Course Outline

Get What You Want

We offer highly customizable group training courses: desktop applications, web development, networking & operating systems, technical certification, professional development & skills, help desk.

Get It When & Where You Want It

All Computer Visions courses are available for presentation on-site or off-site for your convenience. We can roll out any combination of courses at one or more locations anywhere in the United States, according to your requirements and time table. Just let us know and we'll work with you!

Corporate Training Solutions

Corporations look to us to train their employees. Why? Because our proven training methods have increased employee proficiency and productivity. We assign one person to each of our corporate clients to ensure quality service, and we also offer extranet Web registration, management, reporting and billing for all clients. Simplicity, quality and outstanding service are our hallmarks.

Consulting Solutions

Consulting is about trust,

50331: Windows 7, Enterprise Desktop Support Technician

Description:

This five-day instructor-led course provides students with the knowledge and skills needed to isolate, document and resolve problems on a Windows 7 desktop or laptop computer. It will also help test takers prepare for the 70-685 and 70-682 exams.

Course Outline:

Module 1: Identify and Resolve New Software Installation Issues

This module explains how to fix problems that occur during the installation of new software.

Lessons

- Overview
- Planning New Software Deployment
- Multilingual Deployment
- Using Group Policy to install software
- Using Software Restriction Policies
- Digitally Signing Software
- Using WMI
- Using Applocker
- Using Virtualization for Testing
- Resolve Software Installation Issues
- Review

Lab : Identify and Resolve New Software Installation Issues

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- Create a Repair Disk and Installation Partitions
- Install and Configure Windows 7
- Install Programs and test Applocker
- Configure Compatibility Settings

Module 2: Resolve Software Configuration Issues

This module explains how to fix application install problems caused by older programs or new features and options.

Lessons

- Overview
- Change Default Settings on the Image
- Enable and Disable Features
- Pointing to a Network Resource
- Configuring Updates
- Resolve Configuration Issues with Group Policy
- Driver Updates
- Problem Steps Recorder
- Resolve Software Configuration Issues
- Review

Lab : Resolve Software Configuration Issues

- Install the Windows Automated Installation Kit
- Create a Windows PE bootable image
- Create a VHD disk
- Install Windows 7 on a VHD
- Boot Windows 7 from a VHD
- Use the Problem Steps Recorder

Module 3: Resolve Software Failure

This module explains how to fix problems with applications that have problems after being installed.

Lessons

- Overview

- Event Viewer
- Event Forwarding
- Application Compatibility Toolkit
- Windows Troubleshooting Platform
- Windows Experience Index
- Testing Compatibility with Safe Mode
- System Restore
- Resolve Software Failure
- Review

Lab : Resolve Software Failure

- Install applications written for older versions of Windows
- Use the Program Compatibility Tool to configure settings for older applications
- Use PowerShell scripts to configure Network Adapters
- Use the Troubleshooter to enable the network adapter
- Install Windows 7 SDK
- Create a Troubleshooting Pack with the SDK
- Configure Event Forwarding
- Use System Restore

Module 4: Identify and Resolve Logon Issues

This module explains how to fix logon problems and configure local and roaming logon profiles.

Lessons

- Overview
- Authentication Process
- Machine Accounts
- Trust Relationships
- Network Services
- User Account Properties
- User Profiles

- Resolve Logon Issues

- Review

Lab : Identify and Resolve Logon Issues

- Join a computer to the domain

- Install Remote Server Administration Tools (RSAT)

- Test and Verify Domain User Account Properties

- Create Logoff script using PowerShell

- Test the use of Roaming Profiles

- Test the use of Mandatory Profiles

Module 5: Identify and Resolve Network Connectivity Issues

This module explains how to troubleshoot connectivity and network problems for client computers.

Lessons

- Overview

- Scope of the Problem

- Hardware Issues

- TCP/IP Configuration

- Network Routing

- IPSec Configuration

- Network Connectivity Tools

- Branch Cache

- Resolve Network Connectivity Issues

- Review

Lab : Identify and Resolve Network Connectivity Issues

- Use command-line tools to identify and fix network connectivity problems

- Fix connectivity problems caused by problem scripts

Module 6: Identify and Resolve Name Resolution Issues

This module explains how to use network services and local computer files to resolve computer names.

Lessons

- Overview
- DNS Name Resolution
- Using a Hosts files
- WINS Configuration
- Using LMHOSTS files
- Name Resolution Order
- Manual vs DHCP Configuration
- Resolve Name Resolution Issues
- Review

Lab : Identify and Resolve Name Resolution Issues

- Configure and Test DNS Resolution
- Configure and Test Hosts File Resolution
- Configure and Test NetBIOS Resolution

Module 7: Identify and Resolve Network Printer Issues

This module explains how to configure printer settings and security.

Lessons

- Overview
- Connecting to a Network Printer
- Managing the Print Spooler
- Setting Printer Priorities
- Creating Printer Pools
- Configuring Drivers
- Printer Schedules
- Printer Permissions
- Manage Printers with Group Policy Settings
- Resolve Network Printer Issues
- Review

Lab : Identify and Resolve Network Printer Issues

- Install local and network printers

- Create and use a separator page
- Configure Printer Redirection and Printer Pooling
- Move the Print Spooler Directory

Module 8: Identify and Resolve Performance Issues

This module explains how to improve the performance of a system by monitoring and controlling the use of resources by applications.

Lessons

- Overview
- Analyzing Event Logs
- Setting Power Management
- Optimize Processor Usage
- Optimizing Memory Usage
- Optimize Hard Drive Usage
- Optimize Network Usage
- Performance Tools
- Resolve Performance Issues
- Review

Lab : Identify and Resolve Performance Issues

- Schedule and Perform a Disk Defragmentation
- Using Task Manager
- Using Resource Monitor
- Display a message when a Service stops

Module 9: Identify and Resolve Hardware Failure Issues

This module explains how to diagnose hardware problems on a computer.

Lessons

- Overview
- Diagnosing Memory Failure Issues
- Hard Drive Issues
- Network Card Issues

- Power Supply Issues
- Windows Hardware Diagnostic Tools
- Resolve Hardware Failure Issues
- Review

Lab : Identify and Resolve Hardware Failure Issues

- Use the Windows Memory Diagnostics Tool
- Fix Hard Disk Errors
- Use the Reliability Monitor
- Use Event Viewer to Find Hardware Information

Module 10: Identify and Resolve Wireless Connectivity Issues

This module explains how to configure reliable and secure wireless connectivity for client computers.

Lessons

- Overview
- Signal Strength
- Wireless Security
- Wireless Profiles
- Management Options for Wireless Devices
- Resolve Wireless Connectivity Issues
- Review

Lab : Identify and Resolve Wireless Connectivity Issues

- No Lab Exercises

Module 11: Identify and Resolve Remote Access Issues

This module explains how to configure remote network connections for client computers.

Lessons

- Overview
- Remote Access Methods
- Dial-up Configuration
- VPN Configuration

- DirectAccess Configuration
- Authentication Protocols
- Resolve Remote Access Issues
- Review

Lab : Identify and Resolve Remote Access Issues

- Configure Remote Access settings for a domain user account
- Create and Test a VPN Connection

Module 12: Manage File Synchronization

This module explains how to allow end-users to work with network files that are being synchronized on their local desktops or laptops.

Lessons

- Overview
- Configuring Offline File Access
- Synchronization Settings
- Transparent Caching
- Roaming Profiles
- Restoring Network Files
- Resolve File Synchronization Problems
- Review

Lab : Manage File Synchronization

- Configure and Test Offline Files
- Restore the Previous Version of a File

Module 13: Identify and Resolve Internet Explorer Security Issues

This module explains how to configure the security features in Internet Explorer to protect user information and privacy.

Lessons

- Overview
- Configure Security Zone
- Configure Security Levels
- Configure Privacy Settings

- Managing Add-ons
- Configure Smart Screen Filter
- Other Security Issues
- Resolve Internet Explorer Security Issues
- Review

Lab : Identify and Resolve Internet Explorer Security Issues

- Configure Trusted Security Zone
- Configure the Security and Privacy Features in IE
- Configure Group Policy Settings for Internet Explorer

Module 14: Identify and Resolve Firewall Issues

This module explains how to configure Windows Firewall to secure network traffic and applications on a computer.

Lessons

- Overview
- Securing Network Applications and Features
- Program and Port Exceptions
- Configuring Notifications and Logging
- Network Security Tools
- Resolve Firewall Issues
- Review

Lab : Identify and Resolve Firewall Issues

- Configure and Test Firewall Rules for an application
- Fix Application Problems Caused by Firewall Rules

Module 15: Identify and Resolve Issues Due To Malicious Software

This module explains how to restore a computer system after an attack by viruses or other malicious software.

Lessons

- Overview
- Proactive Malware Protection
- Protecting Internet Explorer

- Windows and Anti-Virus Updates
- Recovering From Malware Infection
- Resolve Issues Due To Malicious Software
- Review

Lab : Identify and Resolve Issues Due To Malicious Software

- Use the Action Center to manage UAC settings
- Use Windows Defender
- Use System File Checker
- Use the Malicious Software Removal Tool

Module 16: Identify and Resolve Encryption Issues

This module explains how to fix problems caused by using encryption on a Windows computer.

Lessons

- Overview
- Configuring a Recovery Agent
- Using EFS
- Using BitLocker
- Encryption Tools
- Resolve Encryption Issues
- Review

Lab : Identify and Resolve Encryption Issues

- Encrypt Files using EFS
- Configure EFS Sharing
- Configure a Recovery Agent

Module 17: Identify and Resolve Software Update Issues

This module explains how to enable and use the software update features available in Windows 7.

Lessons

- Overview
- Types of Windows Updates

•Using Windows Update

•Using Microsoft Update

•Resolve Software Update Issues

•Review

Lab : Identify and Resolve Software Update Issues

•Configure Windows Updates using desktop settings

•Configure Windows Updates using Group Policy settings